



METROPOLITAN
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Agenda Item No. 2a

Scott Haggerty, Chair
Alameda County

Adrienne J. Tissier, Vice Chair
San Mateo County

OPERATIONS COMMITTEE
FRIDAY, NOVEMBER 13, 2009
MINUTES

Tom Azumbrado
U.S. Department of Housing
and Urban Development

Tom Bates
Cities of Alameda County

Dean J. Chu
Cities of Santa Clara County

Dave Cortese
Association of Bay Area Governments

Chris Daly
City and County of San Francisco

Bill Dodd
Napa County and Cities

Dorene M. Giacopini
U.S. Department of Transportation

Federal D. Glover
Contra Costa County

Anne W. Halsted
San Francisco Bay Conservation
and Development Commission

Steve Kinsey
Marin County and Cities

Sue Lempert
Cities of San Mateo County

Jake Mackenzie
Sonoma County and Cities

Jon Rubin
San Francisco Mayor's Appointee

Bijan Sartipi
State Business, Transportation
and Housing Agency

James P. Sperling
Solano County and Cities

Amy Rein Worth
Cities of Contra Costa County

Ken Yeager
Santa Clara County

Steve Heminger
Executive Director

Ann Flemer
Deputy Executive Director, Policy

Andrew B. Fremier
Deputy Executive Director, Operations

ATTENDANCE

Chair Rein Worth convened the meeting at 10:25 a.m. In addition to Chair Rein Worth, the following Committee members were in attendance: Commissioners Giacopini, Haggerty, Lempert, Mackenzie, Rubin, Sperling, and Yeager. Also in attendance were Commissioners Bates, Cortese and Daly.

CONSENT CALENDAR

Committee members unanimously approved the following items on the consent calendar:

- Minutes of September 11, 2009 Committee Meeting;
- Contract – Call Box Maintenance: CASE Systems Inc (\$2,500,000);
- First Quarter SAFE Financial Statements.

TransLink® Program

Ms. Melanie Crotty, Director of the Traveler Coordination and Information Section, briefed Committee members on the TransLink® Project. She reported that MTC's Executive Director has delivered a notice of intention to withdraw from the TransLink® consortium. MTC had asked that the TransLink® Management Group (TMG) reconsider their government structure now that the system is in operation. The TMG agreed to research and recommend a different structure but could not reach agreement moving forward. With that, MTC notified the TMC Chair of our intention to withdraw effective July 1, 2010. Ms. Crotty noted that staff will continue to work with the General Managers to craft a future approach for MTC management of the TransLink® program that will be coordinated with each of the operators rather than via the TMG. Staff will be coming back to this Committee prior to July 1, to provide a better description of how that approach will look, and to make a formal recommendation for MTC's withdrawal.

Mr. Steve Heminger, MTC's Executive Director, commented that the transit operators have not been willing to accept the responsibility of managing the TransLink® system. He noted that it is still MTC's program and responsibility, but that the current arrangement is not working. Staff will come back to this Committee with the milestones that the operators must meet to phase out their existing fare passes and transition to TransLink®, and what the consequences will be if they do not meet them.

Ms. Crotty informed Committee members that the next milestone will be fare media transition, which will be part of the transit coordination plan. A draft of the plan will come to the Committee next month.

Mr. David Weir, MTC staff person, reported that TransLink[®] transaction volume is growing. Nearly 1 million fare payments using TransLink[®] occurred in October. During the Bay Bridge closure, TransLink[®] usage on BART increased approximately 50%. At the four BART stations where AC Transit diverted their TransBay buses, TransLink[®] transactions increased 150-200% per day. He noted that projects to expand and improve the TransLink[®] program are underway.

Mr. Weir requested the Committee's approval for authorization to negotiate and enter into five change orders to the contract between MTC and Cubic and an amendment to the Marketing and Communications Services contract between MTC and Swirl, Inc. The requested change orders are for enhancements to the fare gates project that was previously approved by this Committee. The other two change orders are for website improvements and Phase II design enhancements.

Commissioner Bates asked if staff could give some consideration to have new housing developments provide residents with TransLink[®] cards which could be used on any transit system. Ms. Crotty responded that MTC has met with AC Transit and University of California staff to look at how to integrate with their university pass, however, it is complicated by the use of the pass for campus security. MTC continues to work on strategies to complete this integration.

Commissioner Bates asked to be kept in the loop regarding this matter.

Commissioner Sperring moved to authorize the Executive Director to negotiate and enter into five change orders as recommended by staff. Commissioner Mackenzie seconded the motion. The motion carried unanimously.

PUBLIC COMMENT/OTHER BUSINESS/ADJOURNMENT

Ms. Diana Dorinson gave her comments regarding the TransLink[®] and BATA[®] programs.

At the request of Committee Chair Rein Worth, Ms. Crotty briefed Committee members on the Bay Bridge closure. She reported that within a couple of hours of learning of the bridge closure, 511 had up on its website a "special page", which was to provide detailed information on the status of the bridge closure, detours, commute alternatives, and transit information. She noted that over the five day closure, the number of 511 calls increased by 141%. Staff noticed that many of the news media outlets referred to 511, both phone and a live link to the 511 web page. This event reinforced that 511 has emerged as the "go to" source for emergency information regarding the transportation system. The website home page had almost a 500% increase average over the five day closure. She noted that the 511 twitter page picked up about 400 twitter registrants over this time period. Ms. Crotty reported that staff will provide a more comprehensive update about the response at next month's Committee meeting.

There being no further business, Chairperson Rein Worth adjourned the meeting at 11:00 a.m.